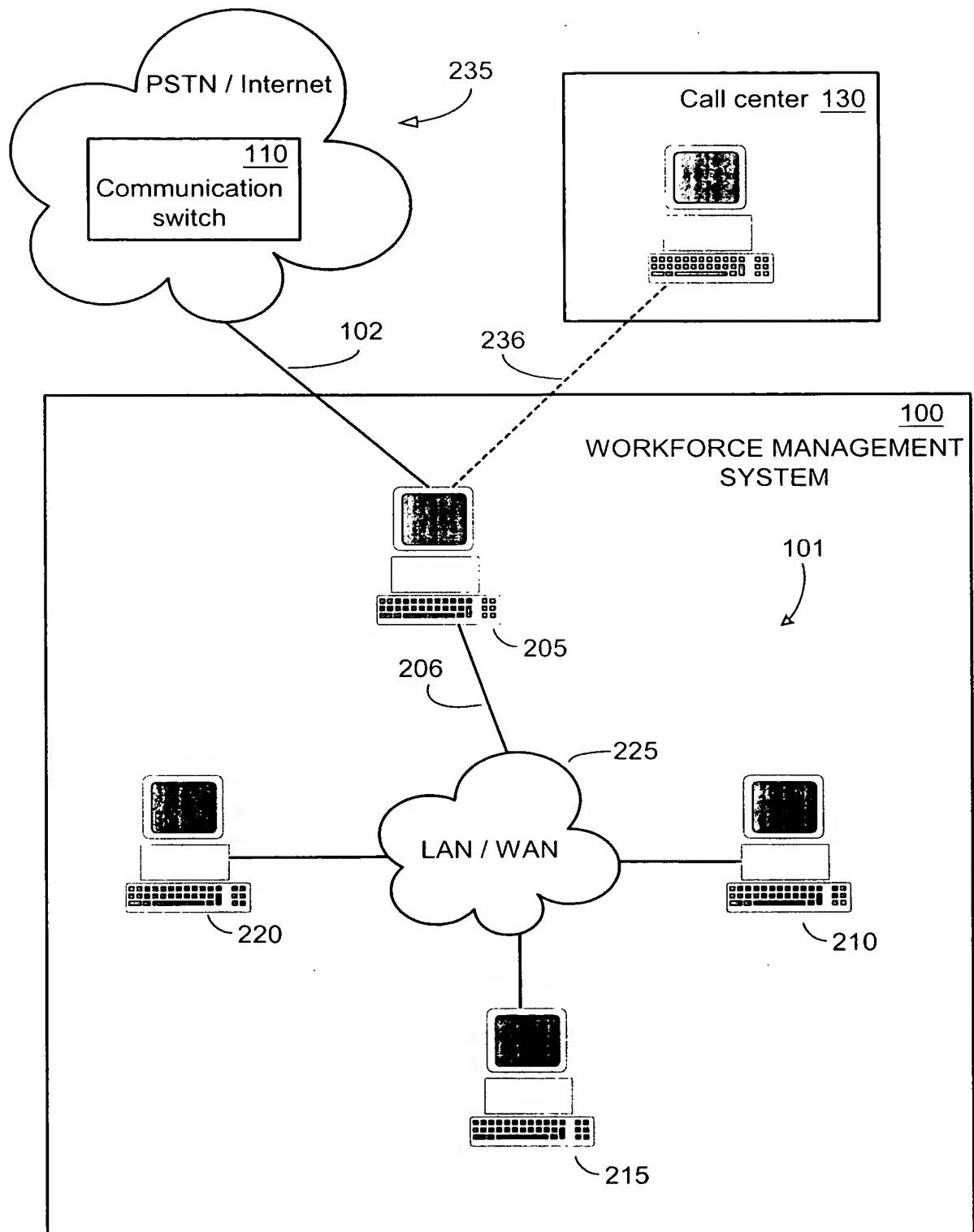


FIG. 1



**FIG. 2**

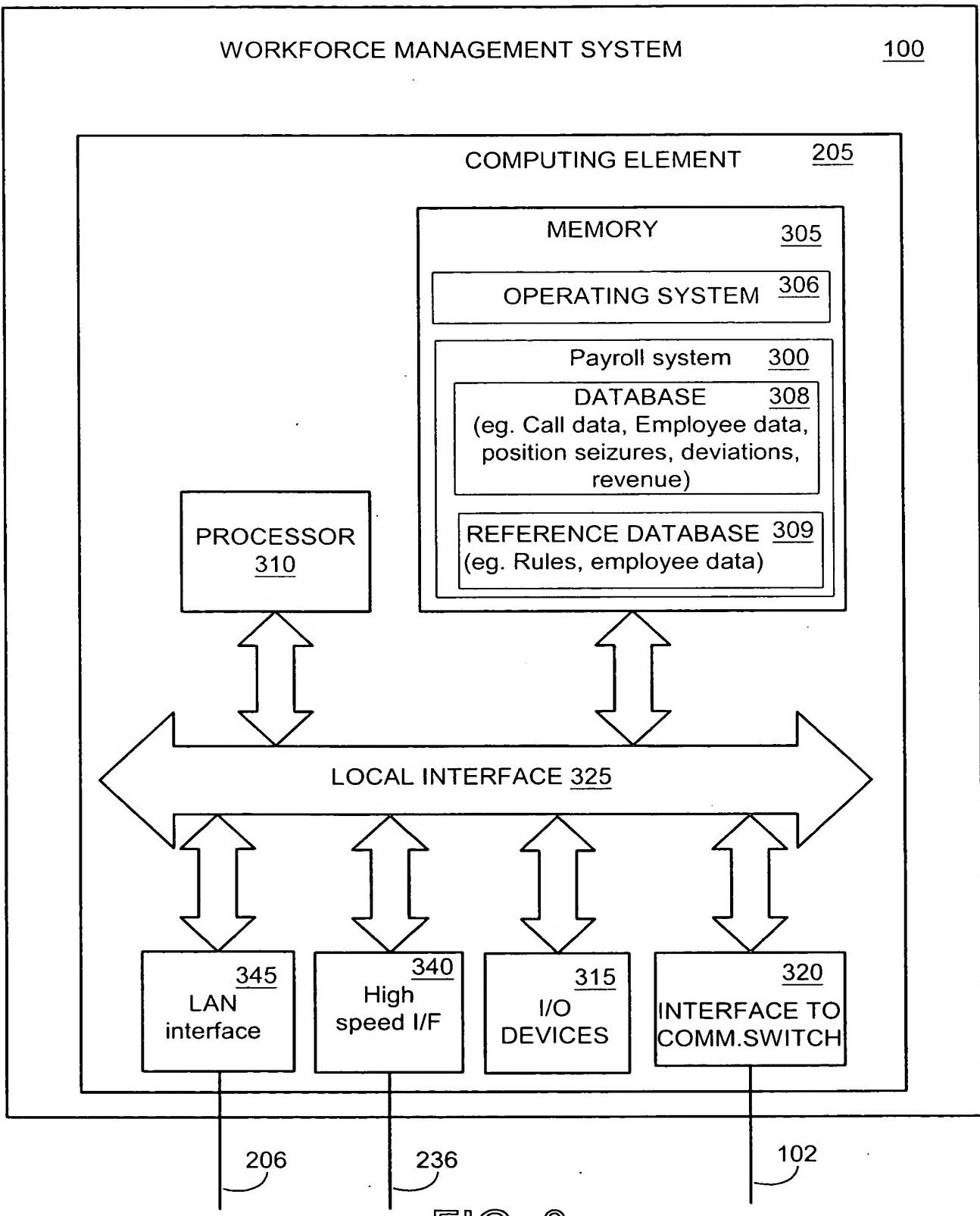


FIG. 3

COMMUNICATION SWITCH

110

PROCESSING UNIT 112

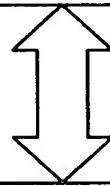
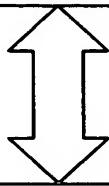
MEMORY 405

OPERATING SYSTEM 406

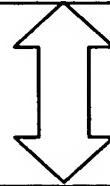
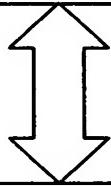
DATABASE 407  
(eg. Call statistics, phone-numbers, billing)

REFERENCE DATA 408  
(eg. Queue rules, max call wait time allowed)

PROCESSOR 410



LOCAL INTERFACE 425



I/O DEVICES 415

INTERFACE TO WORKFORCE MANAGEMENT SYSTEM 420

102

FIG. 4

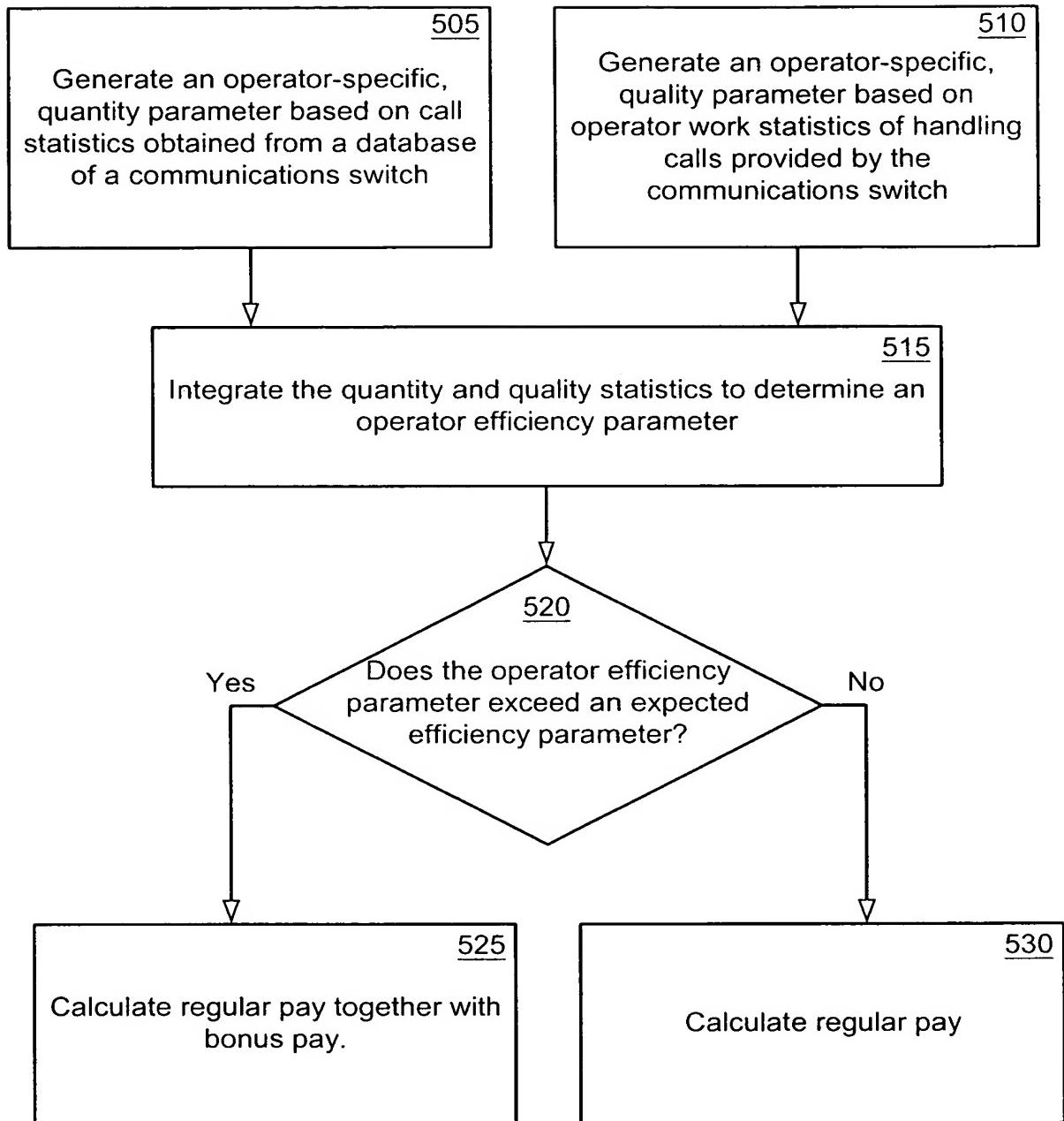
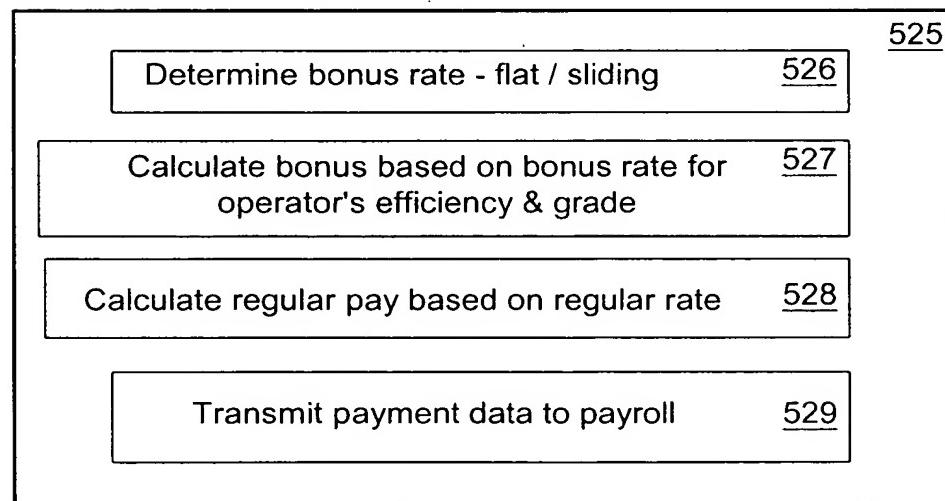
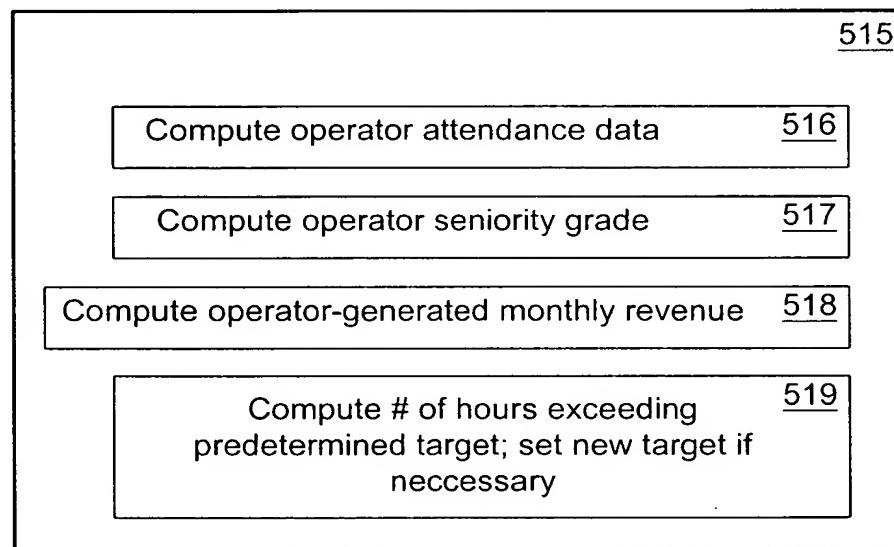
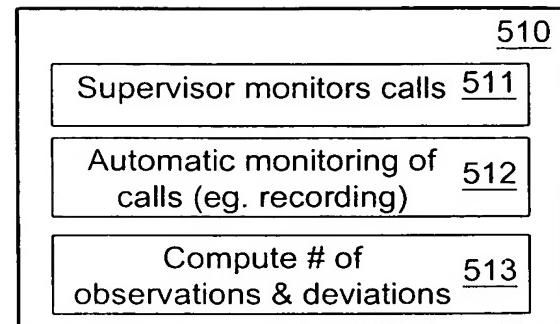
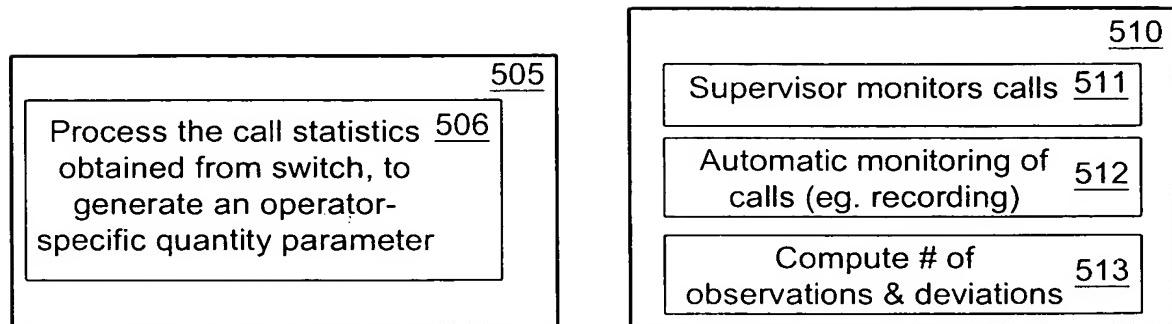


FIG. 5



**FIG. 6**